

CLAIMS:

What is claimed is:

1. A method for obtaining assistance in a search for
5 information, on a data processing system, the information
concerning a subject area, the method comprising the
steps of:

requesting an interactive expertise session, wherein
the request for the interactive expertise session is
10 received from a live help selection option located on a
browser graphical user interface;

responsive to the request for the interactive
expertise session, receiving an electronic page related
to the subject area and a communication interface; and
15 displaying generated interactive expertise, wherein
the generated interactive expertise is simultaneously
displayed upon both the communication interface and the
electronic page.

20 2. The method as recited in claim 1, wherein the
generated interactive expertise displayed upon the
communication interface is a communication between a
requestor of the interactive expertise and a supplier of
the interactive expertise.

25 3. The method as recited in claim 2, wherein the
communication between a requestor of the interactive
expertise and a supplier of the interactive expertise is
at least one of an electronic mail message and an instant
30 messenger message service.

4. The method as recited in claim 2, wherein the

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communication between the requestor of the expertise and the supplier of the expertise is at least one of textual communication and audible communication.

5 5. The method as recited in claim 1, wherein the request for the interactive expertise is from a client machine.

6. The method as recited in claim 1, wherein generation
10 of the interactive expertise is from a server.

7. The method as recited in claim 6, wherein the server is an expert web server.

15 8. The method as recited in claim 1, wherein simultaneously providing a communication interface and a electronic page display is provided on the graphical user interface.

20 9. The method as recited in claim 1, wherein the generated interactive expertise displayed upon the electronic page display is transmitted from a generator of the interactive expertise.

25 10. The method as recited in claim 1, further comprising:

upon termination of the interactive expertise session, calculating a charge for the interactive expertise session; and

30 displaying the charge to the requestor of the interactive expertise session.

11. The method as recited in claim 10, wherein the requestor of the expertise session is charged for the

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expertise on a predetermined basis which includes at least one of a flat fee basis, a time basis and a commission basis.

5 12. The method as recited in claim 1, further comprising:

matching a requested area of expertise within an area of a supplier of the expertise; and

10 generating the expertise based on results of the matching.

13. The method as recited in claim 12, wherein matching a requested area of expertise within an area of the supplier of the expertise is matched to a plurality of
15 suppliers of the expertise.

14. The method as recited in claim 13, further comprising:

20 determining which of the plurality of suppliers of the expertise is available; and

connecting an available supplier of the expertise to the requestor of the expertise.

15. The method as recited in claim 1, wherein the
25 electronic page display is at least one Internet web page.

16. The method as recited in claim 1, wherein the generated expertise is generated using a Internet search
30 engine.

17. A method for assisting in a search for information, on a data processing system, the method comprising the steps of:

responsive to receiving a request for an interactive expertise session, from a live help selection option located on a browser graphical user interface, concerning a subject area, selecting a first electronic page having
5 a content from a plurality of electronic pages, wherein the content is associated with the subject area;

responsive to receiving the first electronic page, simultaneously displaying the first electronic page and a communication interface; and

10 transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

15 18. The method as recited in claim 17, wherein the request for the interactive expertise is from a client machine.

19. The method as recited in claim 17, wherein the
20 interactive expertise is generated from a server.

20. The method as recited in claim 19, wherein the server is an expert web server.

25 21. The method as recited in claim 17, further comprising:

selecting a second electronic page having a content from the plurality of electronic pages;

30 replacing the first electronic page with the second electronic page;

simultaneously displaying the second electronic page and the communication interface; and

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transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface.

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22. A method for assigning an expert in a search for information on a data processing system, the method comprising the steps of:

10 registering an expert with a web server on the data processing system;

providing characteristics of the registered expert, wherein the characteristics of the registered expert are stored in a database; and

15 locating the registered expert to provide assistance in the search for information based on the stored characteristics.

23. A data processing system, comprising:

20 a bus system;
a communication unit connected to the bus system;
a memory connected to the bus system, wherein the memory includes a set of instructions;

an output unit connected to the bus system; and
a processing unit connected to the bus system,
25 wherein the processing unit executes the set of instructions from the memory to request an interactive expertise session, and wherein the request for the interactive expertise session is received from a live help selection option located on a browser graphical user
30 interface, responsive to the request for the interactive expertise session, the processing unit receives via the communication unit an electronic page related to a

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subject area and a communication interface, and the processing unit instructs the output unit to display generated interactive expertise, wherein the generated interactive expertise is simultaneously displayed upon
5 both the communication interface and the electronic page.

24. A data processing system, comprising:

- a bus system;
 - a communication unit connected to the bus system;
 - 10 a memory connected to the bus system, wherein the memory includes a set of instructions;
 - an output unit connected to the bus system; and
 - a processing unit connected to the bus system,
- wherein, responsive to receiving a request for an
15 interactive expertise session, from a live help selection option located on a browser graphical user interface, concerning a subject area, the processing unit executes the set of instructions from the memory to select a first electronic page having a content from a plurality of
20 electronic pages, wherein the content is associated with the subject area, responsive to receiving the first electronic page, the processing unit instructs the output unit to simultaneously display the first electronic page and a communication interface, and the processing unit
25 instructs the communication unit to transmit generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

25. A data processing system, comprising:

- 30 a bus system;
- a memory connected to the bus system, wherein the memory includes a set of instructions;

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a storage unit connected to the bus system;
an input device connected to the bus system; and
a processing unit connected to the bus system

wherein the processing unit executes the set of

5 instructions from the memory to register an expert with a
web server on a data processing system, the processing
unit receives characteristics of the registered expert
are provided via the input device, wherein the processing
unit instructs the storage unit to store the
10 characteristics of the registered expert in a database,
and the processing unit locates the registered expert to
provide assistance in the search for information based on
the stored characteristics.

15 26. A system for obtaining assistance in a search for
information, on a data processing system, the information
concerning a subject area, comprising:

requesting means for requesting an interactive
expertise session, wherein the request for the
20 interactive expertise session is received from a live
help selection option located on a browser graphical user
interface;

receiving means, responsive to the request for the
interactive expertise session, for receiving an
25 electronic page related to the subject area and a
communication interface; and

displaying means for displaying generated
30 interactive expertise, wherein the generated interactive
expertise is simultaneously displayed upon both the
communication interface and the electronic page display.

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27. The system as recited in claim 26, further comprising:

calculating means, upon termination of the interactive expertise session, for calculating a charge

5 for the interactive expertise session; and

displaying means for displaying the charge to the requestor of the interactive expertise session.

28. The system as recited in claim 26, further comprising:

matching means for matching a requested area of expertise within an area of a supplier of the expertise; and

15 generating means for generating the expertise based on results of the matching.

29. A system for assisting in a search for information, on a data processing system, comprising:

20 selecting means, responsive to receiving a request for an interactive expertise session concerning a subject area, for selecting a first electronic page having a content from a plurality of electronic pages, wherein the content is associated with the subject area;

25 displaying means, responsive to receiving the first electronic page, for simultaneously displaying the first electronic page and a communication interface; and

30 transmitting means for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

30. The system as recited in claim 29, further

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comprising:

selecting means for selecting a second electronic page having a content from the plurality of electronic pages;

5 replacing means for replacing the first electronic page with the second electronic page;

displaying means for simultaneously displaying the second electronic page and the communication interface; and

10 transmitting means for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface.

15 31. A system for assigning an expert for assisting in a search for information, on a data processing system, comprising:

registering means for registering the expert with a web server on the data processing system;

20 providing means for providing characteristics of the registered expert, wherein the characteristics of the registered expert are stored in a database; and

25 locating means for locating the registered expert to provide assistance in the search for information based on the stored characteristics.

32. A computer program product in a computer readable medium for obtaining assistance in a search for information, on a data processing system, the information
30 concerning a subject area, comprising:

instructions for requesting an interactive expertise session, wherein the request for the interactive expertise session is received from a live help selection

option located on a browser graphical user interface;

5 communication interface; and

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instructions, upon termination of the interactive expertise session, for calculating a charge for the

15 interactive expertise session; and

34. The computer program product as recited in claim 32,
20 further comprising:

instructions for matching a requested area of expertise within an area of a supplier of the expertise; and

instructions for generating the expertise based on
25 results of the matching.

35. A computer program product in a computer readable medium for assisting in a search for information, on a data processing system, comprising:

instructions, responsive to receiving a request for
30 an interactive expertise session, from a live help
selection option located on a browser graphical user
interface, concerning a subject area, for selecting a
first electronic page having a content from a plurality

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of electronic pages, wherein the content is associated with the subject area;

instructions, responsive to receiving the first electronic page, for simultaneously displaying the first electronic page and a communication interface; and

instructions for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the first electronic page and the communication interface.

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36. The computer program product as recited in claim 35, further comprising:

instructions for selecting a second electronic page having a content from the plurality of electronic pages;

15 instructions for replacing the first electronic page with the second electronic page;

instructions for simultaneously displaying the second electronic page and the communication interface; and

20 instructions for transmitting generated interactive expertise based on the subject area, wherein the generated interactive expertise utilizes both the second electronic page and the communication interface.

25 37. A computer program product for assigning an expert for assisting in a search for information, on a data processing system, comprising:

instructions for registering the expert with a web server on the data processing system;

30 instructions for providing characteristics of the registered expert, wherein the characteristics of the registered expert are stored in a database; and

instructions for locating the registered expert to

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provide assistance in the search for information based on the stored characteristics.

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